

### Question

### Response

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**Why are you changing to Doctorlink?**

Your practice has been looking at how they can improve access to their services; Doctorlink is a new online service where you can access advice and appointments. Our symptom checker is insured and clinically safe whilst helping to streamline your journey to the right treatment outcome. It can save you time by reducing unnecessary bookings and calls, making your surgery more efficient. Doctorlink will help practices with:

- Improved patient access to medical advice 24/7
  - Patient signposting to the most appropriate service
  - Appointment booking for most appropriate clinician and timescale suited to the clinical need of the patient
  - Symptom information for clinicians, prior to patient appointment
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**Why can't I just call the Surgery?**

You can still contact the Surgery via the usual methods, Doctorlink is an additional way to access your GP service. However it will save you time queuing on the phone, and will offer you medical advice 24/7.

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**Will this guarantee me an appointment?**

It will result in the most appropriate recommendation, based on clinical need, from your symptom checker answers. For example, self-care advice, Nurse practitioner or GP appointment, direct you to a Pharmacist, etc.

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**Is this about stopping me from seeing my GP?**

No, this is about seeing the right clinician in the right timeframe based on your clinical need. There are many members of the practice team who can help in addition to the GP.

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**Is the registration process complicated?**

Not at all, registration is simple and takes around 2-3 minutes. All you need is your name, email address, home address and date of birth. These must match the ones held on file by your practice. You must be 16+ years to register but there is a facility to use the symptom checker on behalf of your child (age 3+) or for people within your care who are registered at the same practice.

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**Is the service free?**

Yes, free to use but data charges may apply for mobile devices. Most people have data included in their mobile packages.

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**Is my data safe?**

Yes. We do not have access to your medical record and comply by all data protection regulations. <https://www.doctorlink.com/privacy>

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**I already have online access, do I have to re-register?**

Your existing online access is still valid. This is another system aiming to compliment and expand on existing online services. You will need to create a new account to enable you to check symptoms and book an appointment if necessary.

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**So, I now need to log on via my computer?**

Doctorlink is available as a standard website but also configured for tablet and mobile devices. An App is also available.

Apple IOS:

<https://itunes.apple.com/gb/app/doctorlink/id1276504759?mt=8>

Google Android:

<https://play.google.com/store/apps/details?id=com.doctorlink.app>

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**What about people who don't have the internet?**

The usual methods of contacting the practice will still be in place.

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**Why am I being told the practice will contact me?**

At the end of the symptom assessment, after clicking continue, you will have the option of booking your appointment directly if recommended by Doctorlink. If there are no appointments available you can "request an appointment" and the practice team will aim to respond to your appointment request within the time frame stated.

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**Why am I being told to contact the practice at the end of the symptom assessment?**

You may need to speak to a member of the practice team for further assessment to ensure you discuss your symptoms/condition with the right clinician in a timely manner.

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**How do I know my appointment has been booked?**

The practice will contact you by their normal means to confirm your appointment. For example phone call, text message or email.

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**What clinical algorithms does Doctorlink use and what UK accreditation does it have? (BMA, RCGP, GMC)**

Doctorlink uses robust clinical algorithms, not AI, developed over 15 years by clinicians. All algorithms are in line with National and NICE guidance and are updated as changes come through. We are also fully indemnified/insured for extra peace of mind.

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